

Notice of References Cited	Application/Control No. 10/002,740	Applicant(s)/Patent Under Reexamination UENO, TOSHIO	
	Examiner Romain Jeanty	Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,591,258	07-2003	Stier et al.	706/50
*	B	US-6,560,589	05-2003	Stier et al.	706/50
	C	US-			
	D	US-			
	E	US-			
	F	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Christina " Complaints are hidden treasure"; 9/1993; Journal for Quality & Participation v16n5 PP: 78-82; Dialog file 15, Accession No. 00772294
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.